Jagraj Singh

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Work Experience

Microsoft

Support Engineer, XBOX Refunds | Remote   *March 2020—Present*

- Analyze customer data for financial troubleshooting, refund eligibility and fraud prevention.
- Automate data parsing to accelerate bulk cases closure, reduce customer wait time and increase customer satisfaction.
- Create tutorials for prototyping tools and train colleagues in the Python programming language.

Microsoft

Product Advisor | Redmond, WA | Bellevue, WA   *May 2018—Present*

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

Featured Projects

[MIT Course View Count Analysis](#)   March—June 2020

Collected, cleaned, and visualized YouTube MIT course view count data.

Technologies: Python, pandas, matplotlib, Google YouTube Data API, JSON, Data Analysis, Data Visualization

[Cryptocurrency Lottery](#)   2018—2020

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

Technologies: Python, Blockchain API, Cryptography, Object-Oriented Programming

[Attacks on Apéry's Constant](#)   Continuous

Ongoing attempt to solve a 375 year-old problem in mathematics using novel attack vectors and Python.

Technologies: Python, sympy, LaTeX, Mathematical Analysis, Number Theory

Education

Bachelor of Arts in Communications | University of Washington   *2014–2017*

Coursework included advanced public speaking and a concentration in mathematics.

Skills

Programming Languages:	Python (numpy, pandas, matplotlib, scipy, sympy)
Database Management:	SQL
Markup & Web:	LaTeX, HTML, CSS
Productivity:	Microsoft Office 365, Apple iWork, Google G Suite
Languages:	English, Punjabi